Our Health Care Report Card

Surrey Memorial Hospital

Fiscal Period: FP09, 2025/26 - Ending Dec 04, 2025

No	Measure Name	Time Frame	Target	Actual	Status	Preferred Direction
	QUALITY AND SAFETY					
1	In-Hospital *Clostridioides Difficile* Infection (CDI) Incidence	Apr 1 - Dec 04, 2025	*3.3*	*2.8*	●	↓
2	In-Hospital Methicillin-Resistant *Staphylococcus aureus* (MRSA) Incidence	Apr 1 - Dec 04, 2025	*3.8*	*5.8*	◆	↓
3	Hand Hygiene Compliance	Apr 1 - Dec 04, 2025	*80%*	*80.7%*	●	↑
4	In-Hospital Sepsis Rate	Apr 1 - Sep 11, 2025	*3.8*	*5.0*	◆	↓
5	In-Hospital Acquired Delirium	Apr 1 - Sep 11, 2025	*7.3*	*11.5*	◆	↓
6	In-Hospital Acquired Non-Aspiration Pneumonia	Apr 1 - Sep 11, 2025	*7.3*	*10.2*	◆	↓
7	In-Hospital Acquired Urinary Tract Infection	Apr 1 - Sep 11, 2025	*10.0*	*15.3*	◆	↓
8	Hospital Standardized Mortality Ratio	2024/2025	*93*	*92.8*	●	↓
	CAPACITY FOR CARE ACROSS ALL SECTORS					
9	Emergency Patients Admitted to Hospital Within 10 Hours	Apr 1 - Dec 04, 2025	*65.0%*	*18.5%*	◆	↑
10	Admitted Patients Waiting for Inpatient Bed Placement	Apr 1 - Dec 04, 2025	*44.0*	*98.0*	◆	↓
11	Patients Length of Stay Relative to Expected Length of Stay	2024/2025	*0.95*	*1.08*	◆	↓
12	Overall Readmission Rates to Hospitals within 30 Days	2024/2025	*10.0*	*10.3*	△	↓
13	Long Stay Patients	Apr 1 - Dec 04, 2025	*N/A*	*137.8*		↓
14	Alternate Level of Care (ALC) Days	Apr 1 - Sep 11, 2025	*12.9%*	*7.4%*	●	↓
15	Non-emergency Surgeries Completed Within 26 Weeks	Apr 1 - Dec 04, 2025	*95%*	*84.4%*	◆	↑
16	Non-Emergency Surgeries Waiting Longer Than 26 Weeks	Apr 1 - Dec 04, 2025	*22.8%*	*29.6%*	◆	↓
	STAFF					
17	Nursing and Allied Professional Sick Time	Apr 1 - Dec 04, 2025	*5.8%*	*6.6%*	◆	↓
18	Nursing and Allied Professional Overtime	Apr 1 - Dec 04, 2025	*3.9%*	*12.6%*	◆	↓
19	Lost Time Claims Rate	Apr 1 - Sep 30, 2025	*5.3*	*8.4*	◆	↓
	BUDGET ACCOUNTABILITY					
20	Budget Performance Ratio	Apr 1 - Dec 04, 2025	*1.000*	*1.045*	△	↓

Surrey Community

1	Hospitalization Rates for Residents (Age 70+)	2024/2025	*213.7*	*223.0*	△	↓
2	Mental Health & Substance Use Patients Hospital Readmission Rate (Age 15+)	2024/2025	*13.3%*	*12.4%*	●	↓
3	Patients with Chronic Conditions Admitted to Hospital (Age 75+)	Apr 1 - Dec 31, 2024	*3,448*	*2,449*	●	↓
4	Low Acuity Emergency Visits by Community	Apr 1 - Dec 04, 2025	*100.0*	*113.8*	◆	↓
5	Home Health Services Provided Within Benchmark Time	Apr 1 - Dec 04, 2025	*50%*	*62.4%*	●	↑
6	Wait Time for Home Health Assessment (RAI-HC)	Apr 1 - Dec 04, 2025	*30.0*	*12.2*	●	↓
7	Admissions to Long Term Care within 30 Days	Apr 1 - Dec 04, 2025	*75%*	*42.3%*	◆	↑
8	Emergency Visits by Home Health Clients	Dec2024-Nov2025	*75.8*	*89.0*	◆	↓

KPI Count By Status		
Meeting Target	●	8
Within 10% of Target	△	3
Not Meeting Target	◆	16

Notes

All measures reported on YTD (Year-to-Date) basis